The Virginia Information Technology Infrastructure Partnership:

LAYING THE FOUNDATION

Providing the expertise and IT resources to support improved delivery of government services

July 1 through December 31, 2006

IT INFRASTRUCTURE PARTNERSHIP

VITA

NORTHROP GRUMMAN

Introduction

The Virginia Information Technology Infrastructure Partnership is a 10-year, $2 billion public-private partnership forged by the Virginia Information Technologies Agency and Northrop Grumman to transform state government's information technology infrastructure and provide the expertise and resources to support improved delivery of government services.

More than just new technology, the IT Infrastructure Partnership will benefit Virginia's 7.5 million citizens through economic growth and faster and more efficient government services.

This update summarizes the efforts that occurred during the partnership's first six months and spotlights a few of the many people who worked tirelessly to provide excellent customer service while helping to lay the foundation for a first-class IT infrastructure.

Getting Started

On July 1, 2006, VITA and Northrop Grumman started delivering IT services to state agencies in Virginia through the first partnership of its kind in the nation. Never before has a state partnered with a private company to provide all the IT infrastructure services for state agencies. Because of the professionalism of Virginia IT employees, the risks are manageable and the potential rewards—for employees, state agencies and citizens—unparalleled.

The first day of work was marked with eagerness and anticipation both by VITA and Northrop Grumman employees. As 566 Commonwealth employees transitioned to Northrop Grumman to work in the private sector, VITA and Northrop Grumman leaders set forth a pioneering vision for transforming IT in Virginia. In this partnership, VITA and Northrop Grumman employees are working together to achieve that vision.

Two Pivotal Groundbreakings

Over the course of the year, ground was broken on two new state-of-the-art facilities that will house more than 1,000 employees, create more than 400 new jobs, and provide core IT infrastructure services to the Commonwealth.

The Commonwealth Enterprise Solutions Center in Chesterfield County is projected to be complete this summer, and it will open to more than 600 VITA and Northrop Grumman employees. The 192,000-square-foot building includes the latest security features in a customized office complex that will become VITA's headquarters and a Northrop Grumman support center. It will include a new, state-of-the art Tier III data center and secondary security operations.

The Southwest Enterprise Solutions Center in the town of Lebanon in Russell County will add more than 400 new high-tech jobs to the local economy. When it opens in late 2007, the 101,000-square-foot facility will house both Northrop Grumman and VITA internal IT operations and serve as a primary Northrop Grumman operations center. It will include a data center, primary security operations and enterprise help desk.

IT Infrastructure Partnership officials and officials from Southwest Va. were joined by Governor Tim Kaine and U.S. Rep. Rick Boucher at the groundbreaking ceremony for the Southwest Enterprise Solutions Center in Russell County in October.

Providing Excellent Service

Improving the delivery of government services begins with providing excellent service to customers. VITA and Northrop Grumman employees worked tirelessly in 2006 to keep the IT components for 85 Virginia government agencies running smoothly 24 hours a day. From the far reaches of Southwest Virginia to the Eastern Shore, employees answered help desk calls, installed new PCs, updated software, improved security, planned for technology upgrades, and maintained the networks, servers and mainframes that comprise the current IT infrastructure for the Commonwealth.

Wayne Williams
Certified Help Desk Professional

Delivering IT Support

As the first point of contact for many agency customers, our Virginia Customer Care Center help desk employees received more than 22,000 calls for service over the first six months. They responded to numerous challenges ranging from standard e-mail outages and lost documents to more unusual wireless configuration requests and laptop battery recall needs. Certified Help Desk Professional Wayne Williams works hard to solve every problem that comes across his desk, "Our customers expect the best possible service, and I try to give it to them," Williams said.

Brian McClellan
Senior IT Engineer

Supporting Emergency Response

VITA and Northrop Grumman employees also played a role in disaster recovery for Tropical Depression Ernesto, which caused $118 million in damage to the Commonwealth in early September. Brian McClellan led 10 partnership employees as they provided around-the-clock on-site technical support at Virginia's Emergency Operations Center in Richmond. They connected visiting state and federal employees to the network, set up printer connections, and helped media run live feeds to their newsrooms. Employees also supported the critical IT needs of more than 200 emergency responders as they worked to help Virginia recover from the storm.

"Our work during Ernesto was especially rewarding. We were able to provide the network and technical support that helped emergency responders coordinate an effective response to a serious disaster," said Senior IT Engineer McClellan.

Updating Critical Software

Sam DiPersio
Lead Systems Engineer

Behind the scenes, the systems software team conducted its yearly mainframe software upgrade. After almost six months of planning and comprehensive testing, the major operating system project was completed without disturbing the work of more than 40,000 state employees who rely on the system to access the information they need to do their jobs.

"This was one of those projects where if no one noticed what you did, you were in good shape. The seamless integration of this project was a direct result of all the in-depth testing done by the IT partnership and customer agencies," said Lead Systems Engineer Sam DiPersio.

Enabling Our Customers

While working to improve services for customers, VITA and Northrop Grumman employees know they're not just making a computer run faster or better, they are helping agencies better serve their customers—the citizens of Virginia.

Staff work to unload new PCs for the Hilltop DMV in Virginia Beach.

New Hardware and Software Improves DMV Service

Front counter service representatives at the Department of Motor Vehicles (DMV) will tell you that being able to process a license even a few moments faster is a huge improvement in customer service. Last October, VITA and Northrop Grumman employees began installing $5.2 million in hardware and software upgrades that will give DMV workers quicker access to the information they need to process requests.

To avoid daytime service interruptions, crews partnered with Code X Inc., a Small, Woman and Minority (SWaM) vendor, on nights and weekends to install the new PCs at nearly 80 DMV locations across the Commonwealth. They replaced dated, text-only machines with faster, more efficient and more versatile computers that DMV workers will use to process licenses, vehicle registrations and other requests more quickly.
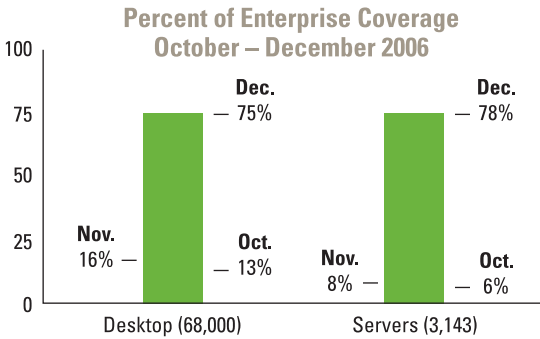

Mike Demarest and Woody Dailey installed enterprise e-mail at the Department of Social Services in Roanoke.

Enterprise E-mail Enhances Agency Messaging

To reduce some of the outages and issues that are tied to older software versions, VITA and Northrop Grumman employees deployed new enterprise e-mail and messaging software to agencies across the Commonwealth. Nearly 2,600 customers received the software more than a year ahead of schedule. Customers also received Ironport software, which reduces spam and improves virus scanning, allowing customers to focus on their jobs, not on maintaining their PCs.

Improving Services

Our customers expect first-class service and solutions to meet their unique business needs, and VITA and Northrop Grumman are committed to providing them. There are approximately 125,000 state employees working at 85 executive agencies in Virginia; 68,000 of them use computers. Until recently, the data for Commonwealth IT infrastructure performance was piecemeal, with each agency defining, collecting and reporting data in its own way. Over the first six months of the IT Infrastructure Partnership, the VITA and Northrop Grumman team standardized and expanded the data collected for Commonwealth infrastructure performance and made measurable improvements to service delivery.

Percent of Enterprise Coverage October – December 2006

Desktop (68,000): Oct. — 13%, Nov. 16%, Dec. — 75%

Servers (3,143): Oct. — 6%, Nov. 8%, Dec. — 78%

Most of Enterprise IT Now Measured

The percentage of the 68,000 desktops covered by metrics increased from 13 percent in October to 75 percent in December. The percentage of servers monitored for performance metrics increased from six percent to 78 percent in the same period.

Critical Incidents Logged July – December 2006

Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
28	25	21	22	18	11
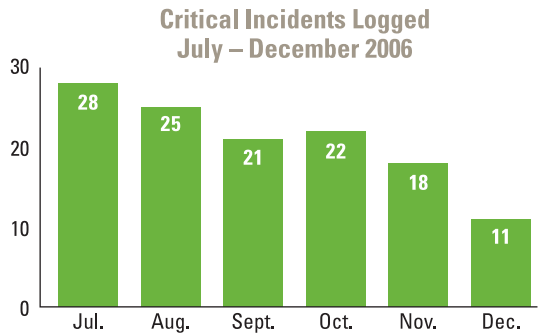
Critical Incidents Reduced

In December, there were 11 critical incidents out of a total of 3,803 help desk tickets logged across the Commonwealth—a 61 percent reduction in critical incidents since July. Most of the decrease is attributed to a more thorough root-cause analysis process.

Measure	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Speed to Answer	green	yellow	green	green	green	green
Call Abandon Rate	red	red	green	green	green	green
Email Response	green	green	green	green	green	green
Voice Response	green	green	green	green	green	green
First Call Resolution*	red	red	red	yellow	yellow	green
Messaging System	green	green	green	green	green	green
Mainframe Availability	green	green	green	green	green	green
Server Availability	green	green	green	green	green	green
Circuits Availability	green	green	green	green	green	green
Security Reporting	(no data)	(no data)	green	green	green	green

Increase in Service Level Objectives Met

In December, all 10 (100 percent) major service level objectives were met for Central Operations.

- Objectives met
- Within 10 percent of objective
- Objective not met
- No data available

*Notes change in October to industry standard measure for first call resolution.

Getting Involved in the Community

VITA and Northrop Grumman, through the Virginia IT Infrastructure Partnership, are committed to building a strong and secure future for the Commonwealth of Virginia. Partnerships with the University of Virginia's College at Wise (UVa-Wise) and the Southwestern Virginia Second Harvest Food Bank are providing new opportunities and helping to deliver vital services for citizens across the Commonwealth. The Commonwealth of Virginia Campaign and Central Virginia Food Bank are beneficiaries of employees' commitments to helping in the community.

Last September, Northrop Grumman and UVa-Wise announced a public-private partnership to strengthen the college's technology curriculum. Northrop Grumman also announced a $1 million commitment to enhance UVa-Wise's new software engineering degree program, the only one of its kind in Virginia. The funds will be combined with a grant from the Virginia Coalfield Economic Development Authority (VCEDA) to purchase the latest technology and to recruit top faculty. Northrop Grumman also plans to offer paid internships and post-graduation employment opportunities to some qualified UVa-Wise technology students.

Feed the Truck food drives, sponsored by Southwestern Virginia Second Harvest Food Bank, Northrop Grumman and VITA, have helped feed more than 200 families across 11 counties and two cities in Southwest Virginia. Additionally, employees contributed to a food drive at VITA headquarters that benefited the Central Virginia Food Bank. In June, the Southwestern Virginia Second Harvest Food Bank honored Northrop Grumman and VITA for their commitment.

Steven R. Perkins, sector vice president, Washington Operations, Northrop Grumman Information Technology presents check to UVa-Wise Chancellor David J. Prior and Virginia Coalfield Economic Development Authority Chair Mark Wooten (left to right).

Phillip Hatfield, Russell Boland, Tammy Helms and David Jones (left to right) helped to collect canned goods for the Central Virginia Food Bank.

Investing in Virginia's Future

The Virginia IT Infrastructure Partnership is improving services and systems. Over the next two-and-a-half years, VITA and Northrop Grumman will invest more than $270 million in standardizing and modernizing the Commonwealth's IT infrastructure capabilities to better serve Commonwealth agencies, higher education institutions, private sector businesses and citizens. Over the first six-month period, employees helped lay the groundwork for key IT projects that will result in a first-class IT infrastructure.

Reliable Network, Voice & Video

- $80 million investment
- Provides new Commonwealth-wide area network
- Upgrades area network local switches/routers as needed

Two New Data Centers

- $60 million investment
- Creates a new data center in Chesterfield County and a new help desk and alternate data center in Russell County

Centralized Help Desk

- $10 million investment
- Reduces the number of help desks around the Commonwealth from 40 to one, improving around-the-clock coverage, reliability and centralized tracking

New Desktops

- $35 million investment
- Replaces 68,000 computers over three years with top-of-the-line PCs that are standard across agencies for improved compatibility and servicing
- Reduces the number of network printers and refreshes older equipment
- Deploys standard desktop management systems

Improved Security

- $10 million investment
- Provides a secure Internet gateway, enterprise security operations center and computer security incident response center to ensure critical information is protected

Global Messaging Services

- $25 million investment
- Moves all agencies to a single, enterprise-wide e-mail system that makes e-mail addresses of all executive agency employees available in a single directory and improves inter-agency file sharing and security

Mainframe and Servers

- $50 million investment
- Provides new mainframes in the new data center
- Saves time and money by reducing the number of servers from 3,000 to 1,000
- Moves servers to a single, secure location where they can be more easily monitored and maintained